

Revenue Cycle Manager



Fairfax-Falls Church Community Services Board

Fairfax County Government

Shaping the Future of Government



About Fairfax County

Formed before the Revolutionary War, Fairfax County was home to many of America's earliest statesmen, including George Washington of Mount Vernon, and George Mason of Gunston Hall. The county's rich history encompasses the entire existence of the nation. Today, Fairfax County is one of the premier centers of commerce and technology in the United States. Located just west of the nation's capital, Fairfax County is the most populous jurisdiction in the Commonwealth of Virginia, with 13.7% of Virginia's population. It is a great place to live, work, play and do business.

Governed by a 10-member Board of Supervisors, Fairfax County Government consistently achieves high praise for fiscal stability, quality service and technological sophistication. The total fiscal year 2016 General Fund budget was \$3.8 billion. Fairfax County continues to maintain an exceptional AAA/AAA/AAA bond rating. Only eight states, 37 counties (including Fairfax), and 37 cities hold this highly coveted "Triple A" rating from the three leading rating agencies – Moody's Investor Service, Standard & Poor's, and Fitch Investor Service.

Fairfax County has been nationally recognized as a leader in government performance measurement, garnering the International City and County Management Association's Center for Performance Measurement Certificate of Excellence every year since 2009. The County has an excellent school system and is a national leader in K-12 public education. The public school system is one of the highest-rated school systems in America. Fairfax County is also a leader in higher education, where five major colleges and universities, including the main campus of George Mason University are located. Northern Virginia Community College – the largest community college in the Commonwealth of Virginia – has two campuses in Fairfax County. For more information about Fairfax County Government, visit www.fairfaxcounty.gov.

About the Fairfax-Falls Church Community Services Board

The Fairfax-Falls Church Community Services Board (CSB) was established in 1969 by the joint action of Fairfax County, the City of Fairfax, and the City of Falls Church. This action was taken in accordance with the State Code, which requires every jurisdiction in the Commonwealth of Virginia to establish a CSB or join with neighboring jurisdictions. The CSB serves an area of nearly 410 square miles, with a population of over 1.1 million, and is the largest of the 40 Community Services Boards in the Commonwealth. In FY 2017, the CSB served approximately 23,000 individuals. Fairfax-Falls Church CSB operates as part of Fairfax County's Health and Human Services system, which is designed to protect and promote the health and welfare of county residents through a decentralized program.

The CSB provides services to children, youth, adults and families, through community-based programs for individuals who experience mental illness, substance use disorders and intellectual and developmental disabilities. The CSB also provides early intervention services for infants and toddlers who have developmental delays.

A 16-member administrative policy board oversees the establishment and operation of these local services. CSB Board members are volunteers appointed by county district supervisors or by the chair of the Fairfax County Board of Supervisors. One member is appointed by the Fairfax County Sheriff. Board members may serve up to three terms consecutively, and each term lasts three years.

The Fairfax-Falls Church Community Services Board is an integral part of a networked human services system that includes a central administrative agency. The agency is licensed by the Virginia Department of Behavioral Health and Developmental Services and is the largest local government behavioral health organization in Virginia. Total annual agency funding exceeds \$175 million, with additional funding obtained through reimbursed state/federal sources, third party insurance, and client and program fees for service.

Mission Statement

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental delay, developmental disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

Values

- **Respect for the people we serve**
Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.
- **Quality in the services we provide**
The CSB offers a comprehensive menu of preventative and responsive services that meet the needs of individuals who live in the Fairfax County community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.
- **Accountability in all we do**
The CSB recognizes its responsibility to the Fairfax County community by striving to provide services to people with limited resources or complex needs in an effective and efficient manner. Policies and procedures are communicated and accessible to all individuals and organizations with whom we work and process improvement is anchored in continuous data review.

Service Areas

- **Engagement, Assessment, Emergency, Child and Family, and Residential Treatment Services**
Engagement, Assessment & Referral Services; Emergency and Crisis Services, Residential Treatment

and Detoxification Services, Youth & Family Intensive Treatment Services, Youth & Family Outpatient Treatment Services, and Infant and Toddler Connection.

- **Psychiatry and Medical Services** – The CSB employs a number of psychiatrists, nurse practitioners, and nurses. These professionals work as a part of the team to ensure prescribing and primary healthcare needs are being met.
- **Mental Health Treatment and Developmental Disability Services**- Support Coordination Services, Employment & Day Services, Assisted Community Residential Services, Behavioral Health Outpatient & Case Management Services, Supportive Community Residential Services, Diversion and Jail-Based Services, and Intensive Community Treatment Services.
- **Wellness, Health Promotion, and Prevention Services**- community activities to strengthen emotional health and build community capacity to handle issues related to substance use and mental illness, as well as community programs designed to promote healthy behaviors and lifestyles.

Although many services are offered directly in the community, the Fairfax-Falls Church CSB manages and operates many residential and treatment facilities throughout the county. Of special note is the 2015 opening of a new 120,000 square foot behavioral health center. With other county Health and Human Service agency partners, the Merrifield Center offers a full array of primary and behavioral health services in a collocated and integrated service facility.

The Position

An exciting opportunity exists for an individual to lead and manage the day to day revenue cycle operations for the CSB, the largest publicly funded behavioral health and developmental disability government agency in the Commonwealth of Virginia. The position will oversee the collection and monitoring of all billing work from both the public and private payors while ensuring applicable federal, state, and local billing regulations are stringently followed. This position provides leadership, coordination, and subject matter expertise across all components of the CSB's programs and services related to revenue cycle practices and procedures.

- Provides **leadership** and oversight of the CSB's revenue cycle operations.
- Responsible for **managing and supporting** all aspects of the billing operations, including conducting financial analysis, oversight of third party billing staff's work to ensure efficient workflow, and ensuring all claims and denial work are timely processed.
- **Develops** fully compliant billing guidelines and procedures, and trains staff.
- **Conducts financial analysis** to identify revenue and trends from all third-party payors for presentation to clinical and executive leadership, as well as CSB Board, and other county stakeholders.

The Candidate

The individual will perform all revenue cycle activities for the CSB to ensure billing and revenue targets are met while also maintaining strict oversight of applicable federal, state and local billing regulations as it pertains to public, private payor, and client fees. He/She will conduct financial analysis to identify collection rates and trends for reporting to various stakeholders. He/She will partner closely with the CSB's Compliance department, Business Operations department, Utilization Management department, and the clinical leadership to educate, inform, and report out on revenue received from various sources and identification of trends and challenges. He/She will also supervise a team of third party and client account staff to guarantee outlined billing practices and procedures are implemented to maximize revenue and mitigate billing errors. This leader will guide agency management and the CSB Financial Manager on revenue collection successes and challenges based on financial analysis and make recommendations for improvements. He/She must be able to prepare analysis and present complex revenue information to varying stakeholders both internal to the county and external such as the CSB 16-member Board.

Education and Experience

Employment Standards

Any combination of education, experience and training equivalent to:

Graduation from an accredited four-year college or university with a bachelor's degree in accounting; or a bachelor's degree in business administration or related field that has been supplemented by at least 6 credit hours of basic accounting principles and concepts; plus five years of professional-level in finance, business administration, budgeting, or contract management, to include 2 years of supervisory experience. A Master's degree in a related field or CPA may substitute for 1 year of experience.

Preferred Qualifications

Masters Degree in finance, business administration, public administration, public policy, health care administration, or related field;

Five or more years serving as revenue cycle manager for a behavioral health agency;

Five or more years working in a managed care environment in the Commonwealth of Virginia;

Five or more years' experience working within an electronic medical record;

Certified as Professional Biller

Five years or more of experience in a community behavioral system, such as a Virginia's Community Services Board.

Special Requirements

The appointee to this position will be required to complete a criminal background and credit history check to the satisfaction of the employer.

Compensation and Benefits

Salary is negotiable within an established range (\$72,335.54 - \$120,559.71) depending on the qualifications and relevant experience of the selected applicant. Fairfax County Government's total

compensation package includes:

- Defined benefit retirement system and deferred compensation program option;
- Outstanding and affordable health, dental and life insurance plans;
- Generous paid holiday schedules and leave programs

Use this link for a complete list of benefits: <https://www.fairfaxcounty.gov/hr/fairfax-county-benefits-summary>

To Apply

Submit your resume through Fairfax County's online application system at:
<http://agency.governmentjobs.com/fairfaxcounty/>.

Refer to **Job 18-00884** when applying. Deadline to apply is by 5:00 p.m. EST.

Fairfax County is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, age, disability, genetic information, veteran's status, political affiliation, genetics or disability in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 711. EEO/AA/TTY.

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